



The Manufactured Housing and Modular Units Program

A Publication Of The Missouri Public Service Commission

The Missouri Public Service Commission (PSC) regulates and licenses manufacturers and dealers who sell new and used manufactured homes and modular units, as well as installers who provide the initial set up of homes thus allowing these entities to legally conduct business in Missouri. There are approximately 150 registered manufacturers, 230 registered dealers, and 125 registered installers in Missouri. The commission's regulatory authority of used manufactured homes is restricted mainly to manufacturer defects which can result in safety hazards. If you have a question, call the PSC's toll-free hotline at **1-800-819-3180**.



Missouri is the State Administrative Agency (SAA) for the Department of Housing and Urban Development (HUD) Manufactured Housing Program responsible for handling consumer complaints.



Inspectors enforce uniform construction and anchoring standards for manufactured homes and modular units sold within Missouri by conducting code inspections. Modular units may consist of homes or commercial units, including modular classrooms. Plans are approved for modular units sold in Missouri.

Each year the PSC conducts:

- ▶ More than 280 on-site consumer inspections
- ▶ 400 random site inspections
- ▶ 400 dealer lot inspections

WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED?

▶ **After an inspection request/consumer complaint is received by the PSC**, a copy of the complaint is forwarded to the dealer, manufacturer and installer, along with a letter requesting that they investigate and make corrections within a reasonable time period. The complaint is also assigned to an inspector. The inspector will contact the consumer within 10-days of receiving the complaint.

▶ **If corrections are not made**, the assigned inspector will schedule a site inspection with the consumer. After the site inspection, a copy of the inspection report is sent to all parties listing any defects and findings. Repairs are to be made within 20 days. In some cases, follow-up inspections are necessary to verify repairs and any work orders. These inspections are free. No charge to the consumer.

▶ **Formal complaints can be filed** against the responsible party if corrections are not completed satisfactorily within the required time line.

For more information

The Missouri Public Service Commission has a toll-free hotline for consumers who have questions and/or complaints regarding manufactured or modular homes. Call **1-800-819-3180**, or visit www.psc.mo.gov, "click on the Manufactured Housing Tab."